



Commission on
Fire Accreditation
International

Annual Compliance Report

8th Edition

**Savannah Fire & Emergency Services
121 East Oglethorpe Avenue
Savannah, Georgia
USA 31401**



**This Report Prepared on 15 June 2019
By**

**Jeff Alberts, Battalion Chief/ Accreditation Manager
For The
Commission on Fire Accreditation International**

**This Report Represents the Agency's Status
As It Relates To Its Accreditation Report
Dated 16 August 2016**

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Preface

The accreditation report submitted to the Commission on Fire Accreditation International (CFAI) enabled the commission to award accreditation status to your agency. Part of the requirements to retain accredited agency status is your commitment to quality improvement by keeping CFAI informed of any significant changes or developments in activities, direction, or programming. This is accomplished by the preparation and submission of an annual compliance report.

The accreditation report is the internal control document of the commission to record your agencies commitment to the quality improvement process. The annual compliance report is the document used by the Commission to monitor your status as it relates to your standards, procedures and practices as well as the progress made toward addressing strategic and specific recommendations.

Each section must be completed and documentation provided for all changes identified. Examples of appropriate documentation are: certified copy of the governing body minutes, CEO written directives, copies of Federal or State Statutes, copies of local ordinances or resolutions, copies of purchase orders, copies of signed contracts, copies of Federal or State administrative rules, copies of Federal or State regulatory agency ordered action or settlement agreement, copies of court ordered action or settlement agreement, copies of local government charters, or copies of voter approved referendum. Copies of any supporting documentation that was used by the agency to effectuate a change should also accompany the compliance report. Examples of supporting documentation are: feasibility studies, ISO grading reports, position papers, legal opinions, recommendation memos, or consultant's reports.

Updating Agency Information: CPSE is tracking much of your agency information and demographics in our database. In order to keep this information current, we request that you **update your agency profile before submitting your ACR.**

The agency head, accreditation manager and department assistant will have multiple identities (personal and agency) and can switch between the two. Login to the portal using your email address.

Click [here](#) to login to the portal.

The annual compliance report is due 45 days before the anniversary date of your agency's most recent award of accreditation.

Any questions regarding the report, its content or length should be directed to the [CFAI Program Director](#).

Agency Information

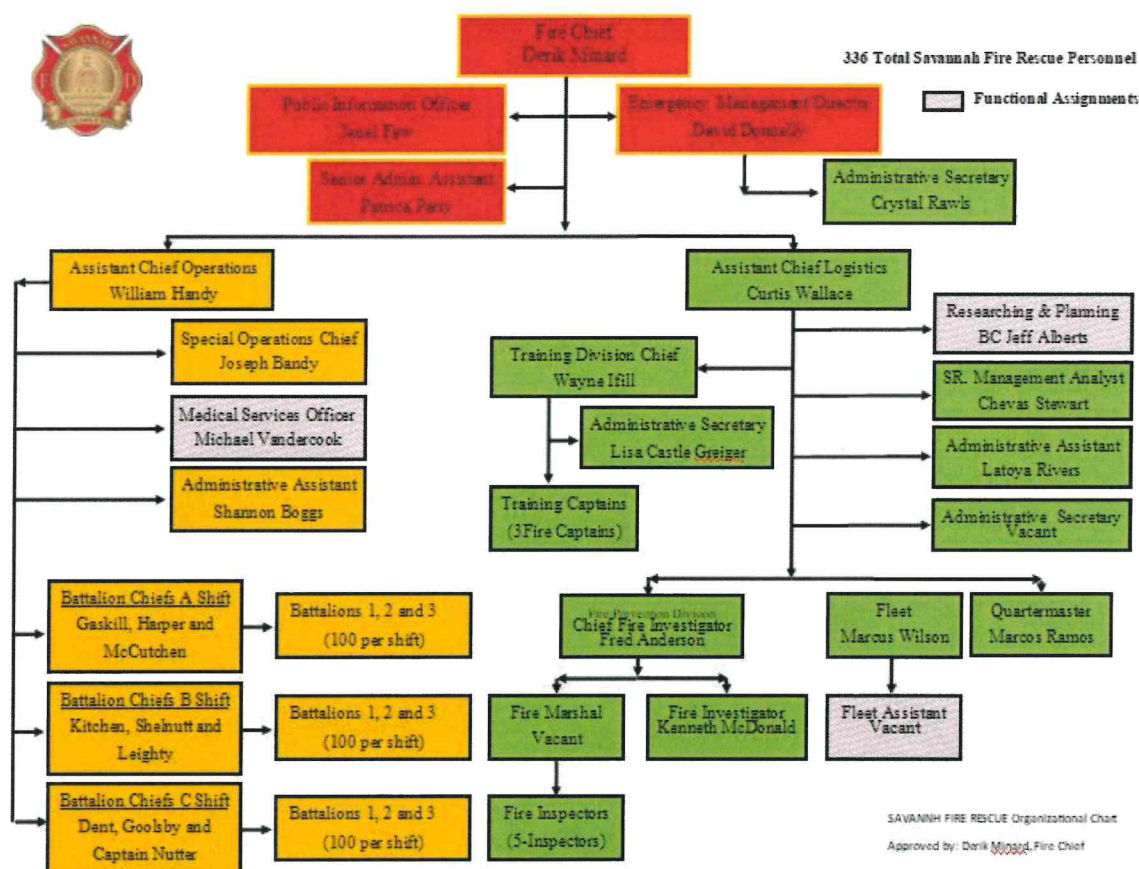
Enter the [CPSE portal](#) and update your agency information

Agency Name:	Savannah Fire & Emergency Services
Agency Address:	121 East Oglethorpe Avenue
Agency Website:	www.savannahga.gov
Agency Head:	Fire Chief Derik Minard
Agency Head E-Mail:	dminard.savannahga.gov
Agency Head Phone:	912.651.6757
Accreditation Mgr:	Jeff Alberts
Accred. Mgr. E-Mail:	jalberts@savannahga.gov
Accred. Mgr. Phone:	912.210.4351
Date of most recent Award of Accreditation:	16 August 2016
Annual Compliance Report due date:	30 June 2018
Annual Compliance Report Number (1-4):	3
Current ISO Rating	1
If your agency has a split ISO rating please document below: ISO:	
Current Population:	142,500
Department Type:	Career
Number of Fire Stations:	15
Number of Full Time Personnel:	318
Number of Part Time (Volunteer/Paid on call) Personnel:	0
ACR Reporting Period:	6/30/2018 to 6/30/2019

Agency/Jurisdiction Changes

1. Has there been a change in key positions of the agency during the past reporting period? Yes
 - a. In late 2018, Savannah Fire & Emergency Services (SFES) had an official name change to Savannah Fire Rescue (SFR). In October 2018, Fire Chief Charles Middleton announced his retirement effective 1 January 2019. On 1 January 2019, Mark Renew was named Interim Fire Chief until the national selection process was completed. On 3 June 2019, Derik Minard was named the Fire Chief of SFR. Moreover, the organizational chart in 2019 was also modified, the Administrative Secretary position under the Quartermaster was moved under the Emergency Manager. (See Exhibit 1)
 - b. As for jurisdictional changes, two new parcels of land were annexed into the City of Savannah. Both of these parcels were located in fire service district 12 (see exhibit 2 and 3).

Exhibit 1: Organizational Chart



4. Have there been any changes in resources (i.e. equipment, stations, apparatus, etc)? Yes
- a. In the fall of 2018, received two (2) Class A Engines, one (1) Platform truck to replace aging apparatus. These new pumpers will meet all of the new NFPA requirements to include new compliant Self Contained Breathing Apparatus (SCBA), Thermal Imaging Camera's (TIC) and Mobile Data Terminals (MDT's) to assist with our response times and capabilities.
 - b. Construction for the Sweetwater Station (Station 15) was completed in late 2018. This new fire station will increase our response and service capabilities in the southwest quadrant of the city, an area that was identify as needing response improvements due the city's annexation policy. This station will also meet Federal Emergency Management Agency (FEMA) guidelines on critical infrastructure requirements.
 - c. Marine 1 (All Hazards Marine Vessel) has been taken out of service indefinitely.
 - d. Minimum Daily staffing matrix was reduced from 90 to 86.

Exhibit 4: Fleet Orders of New Apparatus

Exhibit 5: Press Release of Station 15

Exhibit 6: Marine 1 General Order

Exhibit 7: General Order on new Daily Staffing Minimum

Exhibit 4



Engine 6



Engine 4



Truck 1

Exhibit 5



Station 15

Exhibit 6



Marine 1

5. Have there been any changes in programs/services? Yes
- a. The Fire Assessment fee that was indicated on last year's ACR was repealed by City Council on 5 July 2018.
 - b. In accordance with the City of Savannah's strategic plan "Savannah Forward", SFR began training its personnel to the Emergency Medical Technician –Basic level and make station modifications to begin the delivery of this service in 2023.
 - c. All frontline apparatus now carry Naloxone (Narcan) auto-injectors kits, which are the primary antidote for suspected opioid overdoses. These kits will be in a protective case in the cab of all apparatus and support vehicles.

Exhibit 8: Press release of COS repealing Fire Fee

Exhibit 9: COS strategic Plan "Savannah Forward"

Exhibit 10: TSB 19.05.012 NALOXONE/NARCAN AUTO-INJECTORS

6. Describe any significant changes to your annual budget?

In the 3rd quarter of 2018, the Fire Assessment Fee was repealed by City Council which caused a deficit in the budget in 2018 and a budget reduction of approximately 650,000 thousand dollars in 2019. Moreover during this same time period, a reduction of force of 33 vacant positions between 2018 (15 positions) and 2019 (18 positions) was utilized to reduce the budget which equaled 1.8 million dollars overall.

Exhibit 11: Budget for 2018 and 2019

Accreditation Model Annual Compliance

- A. Is your agency in compliance with all core competencies? Yes
- B. Agencies will provide exhibits for the following core competencies each year:
- | | |
|----------|--|
| a. 2D.6 | Performance Gaps Analysis– Exhibit 12 and 13 |
| b. 3D.1 | Annual Goals and Objectives- Exhibit 15 |
| c. 5A.5 | CRR Annual Appraisals- Exhibit 13 |
| d. 5B.3 | PFSE Annual Appraisals- Exhibit 13 |
| e. 5C.5 | Investigations Annual Appraisals- Exhibit 13 |
| f. 5E.3 | Fire Annual Appraisals- Exhibit 13 |
| g. 5F.7 | N/A |
| h. 5G.3 | TRT Annual Appraisals- Exhibit 13 |
| i. 5H.3 | Haz Mat Annual Appraisals- Exhibit 13 |
| j. 5J.2 | Marine Annual Appraisals- Exhibit 13 |
| k. 9B.10 | Communications Annual Appraisals- Exhibit 13 |
- C. Have there been any changes in compliance to non-core competencies? No

Performance Monitoring

Are you currently meeting the following performance indicators? Yes

If yes, please provide the exhibit. If no, describe your plan for doing so in the future.

2D.8 On at least an annual basis, the agency formally notifies the authority having jurisdiction (AHJ) of any gaps in the operational capabilities and the capacity of its current delivery system to mitigate the identified risks within its service area, as identified in its standards of cover.

Identify and explain:

Each year, SFR conducts annual program appraisals to identify gaps in operational capabilities and reviews our capacity of our current delivery system to mitigate identified risks within our jurisdiction, as outlined in the Standards of Cover. Moreover, utilizing the Records Management System (RMS), incident response data is extracted on a quarterly basis to identify issues in the following categories: Call processing, turnout, travel times and Total Response Times. This quantitative data is compared to current SFR benchmarks and ISO requirements to ensure SFR is meeting its stated competencies. At the end of the year, a comprehensive analysis is conducted on the incident response data at the 90th percentile.

Plan for improvement:

The data in the 2019 Annual Compliance Report demonstrated a continued need to address the high call processing times. Currently, SFR conducts repeated annual training with dispatchers and discusses with the 911 communication specialists outlining high call processing times for further analysis and training. However, the 911 Communications Center that was once managed by the City of Savannah Police Department is now under the control of the County which is currently revamping policy and procedures for the 911 Center. Our plan is to continue to work with county and have SFR members sit on the different 911 committees to address issues and continue to conduct the annual training on fire department response procedures. Moreover, SFR uses the appraisals to identify gaps and utilizes this data to identify next year's goals.

Exhibit 12: ISO and Accreditation Report

Exhibit 13: 2018 Annual Appraisals

Exhibit 14: Response and Tasking Validation Form

Exhibit 15: 2019 Annual Goals

2D.9 On at least an annual basis, the agency formally notifies the AHJ of any gaps between current capabilities, capacity, and the level of service approved by the AHJ.

Identify and explain:

In 2018 SFES responded to 7,759 incidents that ranged from low to special risks. All of the incidents were classified by their associated risk and analyzed for response time requirements, location of the incident and frequency of incidents within a particular fire management zone. This information was then geocoded and projected onto a Heat Map. The outcome of the annual analysis found that incidents located in the northwest and southwest quadrants of the response area had service delivery gaps pertaining to the Effective Response Force (ERF). The SFR Strategic Plan that usually addresses these gaps is currently under revise do to the environmental changes SFR has experienced such as: new housing developments in once underdeveloped areas, training and the implementation of EMS in 2022 and budget constraints. The revised strategic plan is on track for publication in 2020.

Plan for improvement:

Sweetwater Station #15 was completed in December 2018 and SFR is currently funding a permanent station in the northwest quadrant which is currently Station 14. These new stations will allow for additional resources to be allocated in these regions and assist in meeting the ERF requirements outlined in the Standards of Cover. Moreover, planning is under way to address new housing developments in the New Hampstead area of the city which was under developed for than 10 years. The Savannah Chatham School Board has also issued plans to construct an elementary school in this region to the current high school.

Exhibit 16: 2018 Heat Map of All Incidents.

Exhibit 17: Accreditation Plan

Exhibit 18: New Hampstead Master Plan

2D.10 The agency interacts with external stakeholders and the AHJ at least once every three years, to determine the stakeholders' and AHJ's expectations for types and levels of services provided by the agency.

Identify and explain:

As outlined in the Community Risk Reduction program, units are required to complete an assigned number of Customer Service Surveys annually (a total 4,575 surveys). These surveys are then analyzed to identify external customer expectations and interactions. These results are then placed in the annual report and used to develop the objectives under the strategic goals outlined in the Strategic Plan.

Plan for improvement:

The plan is move from a paper Customer Service Survey that has been utilized in the past to a business card with a QR code that will link the customer with the survey. The survey will be completed on survey-monkey so all responses can be analyzed and reviewed with transparency and accuracy. In addition to this change, SFR reached out to wide spectrum of external customers to sit on SFR Strategic Planning Committee to have input on our next five years of service. This committee has been meeting monthly since April and is expected to have a finished document for publication by 2020.

- Exhibit 19: 2018 Annual Report with Community Outreach Section
- Exhibit 20: Customer Service Survey Comparison
- Exhibit 21: Strategic Planning Committee Letter

Agency Performance Tracking

Please fill out the spreadsheets below to track and identify your performance in the programs identified below.

Benchmark Performance:

For 90 percent of all low risk fires, the total response time of the first-due unit, staffed with a minimum of 2 firefighters and 1 officer shall arrive on scene within a total response time of 7 minutes and 20 seconds. The first-due unit for low risk fires shall be capable of providing 500 gallons of water and 1,250 gallons per minute (gpm) pumping capacity; providing a scene size-up, establishing incident command and assigning resources. These operations shall be done in accordance with departmental standard operating procedures while providing for the safety of responders and the general public.

Baseline Performance:

For 90 percent of all low risk fires, the total response time for the arrival of the first-due unit, staffed with a minimum of 2 firefighters and 1 officer, was 8 minutes and 20 seconds. The first-due unit for low risk levels is capable of providing 500 gallons of water and 1,250 gallons per minute (gpm) pumping capacity; providing a scene size-up, establishing incident command and assigning resources. These operations are done in accordance with departmental standard operating procedures while providing for the safety of responders and the general public.

(Low Risk) Fire Suppression - 90th Percentile Times - Baseline Performance			2016-2020	2020	2019	2018	2017	2016
Alarm Handling (02:00)	Pick-up to Dispatch	Urban	3:27			3:39	03:32	03:35
		Rural						
Turnout Time (01:20)	Turnout Time 1st Unit	Urban	1:19			1:19	01:14	01:23
		Rural						
Travel Time (04:00)	Travel Time 1st Unit Distribution	Urban	4:30			4:32	04:21	04:30
		Rural						
	Travel Time ERF Concentration	Urban	N/A			N/A	N/A	N/A
		Rural						
Total Response Time (07:20 and 11:20)	Total Response Time 1st Unit on Scene Distribution	Urban	8:20			8:30	08:12	08:23
			n=1641			N=443	n=517	n=681
		Rural						
	Total Response Time ERF Concentration	Urban				N/A	N/A	N/A
		Rural				n=XX	n=XX	n=XX

Benchmark Performance:

For 90 percent of moderate risk fires, the total response time for the arrival of the first-due unit, staffed with a minimum of 2 firefighters and 1 officer shall arrive on scene within a total response time of 7 minutes and 20 seconds. The first-due unit for all risk levels shall be capable of providing 500 gallons of water and 1,250 gallons per minute (gpm) pumping capacity; providing a scene size-up, establishing incident command and assigning resources. These operations shall be done in accordance with departmental standard operating procedures while providing for the safety of responders and the general public.

For 90 percent of moderate risk fires, the total response time for the arrival of the Effective Response Force (ERF), staffed with a minimum combination of 17 firefighters and officers, shall be 11 minutes and 20 seconds. The ERF shall be capable of completing the 22 critical fireground tasks outlined by the National Institute of Science and Technology (NIST). These operations shall be done in accordance with departmental standard operating procedures while providing for the safety of responders and the general public.

Baseline Performance:

For 90 percent of all moderate risk fires, the total response time for the arrival of the first-due unit, staffed with a minimum of 2 firefighters and 1 officer, was 7 minutes and 01 seconds. The first-due unit for all risk levels is capable of providing 500 gallons of water and 1,250 gallons per minute (gpm) pumping capacity; providing a scene size-up, establishing incident command and assigning resources. These operations are done in accordance with departmental standard operating procedures while providing for the safety of responders and the general public.

For 90 percent of all moderate risk fires, the total response time for the arrival of the Effective Response Force (ERF), staffed with a minimum combination of 17 firefighters and officers was 11 minutes and 59 seconds. The ERF is capable of completing the 22 critical fire ground tasks outlined by the National Institute of Science and Technology (NIST). These operations are done in accordance with departmental standard operating procedures while providing for the safety of responders and the general public.

(Moderate Risk) Fire Suppression- 90th Percentile Times - Baseline Performance			2016- 2020	2020	2019	2018	2017	2016
Alarm Handling (02:00)	Pick-up to Dispatch	Urban	03:01			2:49	03:20	03:03
		Rural						
Turnout Time (01:20)	Turnout Time 1st Unit	Urban	01:09			1:15	01:21	01:23
		Rural						
Travel Time (04:00)	Travel Time 1st Unit Distribution	Urban	03:59			4:04	03:37	03:56
		Rural						
	Travel Time ERF Concentration	Urban	08:03			8:19	08:04	08:56
		Rural						
Total Response Time (07:20 and 11:20)	Total Response Time 1st Unit on Scene Distribution	Urban	07:01			7:02	06:43	07:02
			N=491			n=158	n=138	n=208
		Rural						
	Total Response Time ERF Concentration	Urban	11:59			12:49	11:22	13:32
		Rural						

Benchmark Performance:

For 90 percent of high risk fires, the total response time for the arrival of the first-due unit, staffed with a minimum of 2 firefighters and 1 officer shall arrive on scene within a total response time of 7 minutes and 20 seconds. The first-due unit for all risk levels shall be capable of providing 500 gallons of water and 1,250 gallons per minute (gpm) pumping capacity; providing a scene size-up, establishing incident command and assigning resources. These operations shall be done in accordance with departmental standard operating procedures while providing for the safety of responders and the general public.

For 90 percent of high risk fires, the total response time for the arrival of the Effective Response Force (ERF), staffed with a minimum combination of 21 firefighters and officers, shall be 11 minutes and 20 seconds. The ERF shall be capable of completing the 22 critical fireground tasks outlined by the National Institute of Science and Technology (NIST). These operations shall be done in accordance with departmental standard operating procedures while providing for the safety of responders and the general public.

Baseline Performance:

For 90 percent of all high risk fires, the total response time for the arrival of the first-due unit, staffed with a minimum of 2 firefighters and 1 officer, was 7 minutes and 07 seconds. The first-due unit for all risk levels is capable of providing 500 gallons of water and 1,250 gallons per minute (gpm) pumping capacity; providing a scene size-up, establishing incident command and assigning resources. These operations are done in accordance with departmental standard operating procedures while providing for the safety of responders and the general public.

For 90 percent of all high risk fires, the total response time for the arrival of the Effective Response Force (ERF), staffed with a minimum combination of 17 firefighters and officers was 12 minutes and 33 seconds. The ERF is capable of completing the 22 critical fire ground tasks outlined by the National Institute of Science and Technology (NIST). These operations are done in accordance with departmental standard operating procedures while providing for the safety of responders and the general public.

(High Risk) Fire Suppression- 90th Percentile Times - Baseline Performance			2016-2020	2020	2019	2018	2017	2016
Alarm Handling (02:00)	Pick-up to Dispatch	Urban	02:37			02:10	02:19	02:39
		Rural						
Turnout Time (01:20)	Turnout Time 1st Unit	Urban	01:10			:55	0:51	0:59
		Rural						
Travel Time (04:00)	Travel Time 1st Unit Distribution	Urban	03:46			3:46	02:30	0:3:18
		Rural						
	Travel Time ERF Concentration	Urban	08:45			8:56	06:32	12:23
		Rural						
Total Response Time (07:20 and 11:20)	Total Response Time 1st Unit on Scene Distribution	Urban	07:07			6:27	05:42	07:23
			N=81			n=23	n=30	n=28
		Rural						
	Total Response Time ERF Concentration	Urban	12:33			11:58	10:52	16:39
			N=81			n=23	n=30	N=28
		Rural						

Benchmark Performance:

For 90 percent of low risk hazardous materials incidents, the total response time for the arrival of the first-due unit, staffed with a minimum of 2 firefighters and 1 officer, shall be 7 minutes and 20 seconds. The first-due unit shall be capable of: establishing incident command, providing a scene size-up, attempting product identification, intelligence gathering and establishing a containment zone.

For 90 percent of low risk hazardous materials incidents, the total response time for the arrival of the Effective Response Force (ERF) for a low risk incident, staffed with a minimum of 2 firefighters and 1 officer is 11 minutes and 20 seconds. The ERF shall be capable of providing the equipment, technical expertise, knowledge, skills, and abilities to mitigate a hazardous materials incident in accordance with department standard operating procedures.

Baseline Performance:

For 90 percent of low risk hazardous materials incidents, the total response time for the arrival of the first-due unit, staffed with a minimum of 2 firefighters and 1 officer, was 10 minutes and 12 seconds. The first-due unit is capable of: establishing incident command, providing a scene size-up, attempting product identification, intelligence gathering, and establishing a containment zone.

For 90 percent of low risk hazardous materials incidents, the total response time for the arrival of the Effective Response Force (ERF), staffed with a minimum of 2 firefighters and 1 officer was 12 minutes and 24 seconds. The ERF shall be capable of: providing the equipment, technical expertise, knowledge, skills, and abilities to mitigate a hazardous materials incident in accordance with department standard operating procedures.

(Low Risk) Hazmat - 90th Percentile Times - Baseline Performance			2016-2020	2020	2019	2018	2017	2016
Alarm Handling (02:00)	Pick-up to Dispatch	Urban	03:32			3:12	03:36	03:07
		Rural						
Turnout Time (01:20)	Turnout Time 1st Unit	Urban	01:29			1:29	01:22	01:14
		Rural						
Travel Time (04:00)	Travel Time 1st Unit Distribution	Urban	06:23			6:56	05:13	04:03
		Rural						
	Travel Time ERF Concentration	Urban	07:01			8:28	08:06	07:44
		Rural						
Total Response Time (07:20 and 11:20)	Total Response Time 1st Unit on Scene Distribution	Urban	10:12			10:44	08:56	08:24
			n=581			n=239	n=275	n=152
		Rural						
	Total Response Time ERF Concentration	Urban	12:24			13:02	12:27	12:05
			n=581			n=239	n=185	n=157
		Rural						

Benchmark Performance:

For 90 percent of moderate risk hazardous materials incidents, the total response time for the arrival of the first-due unit, staffed with a minimum of 2 firefighters and 1 officer, shall be 7 minutes and 20 seconds. The first-due unit shall be capable of: establishing incident command, providing a scene size-up, attempting product identification, intelligence gathering and establishing a containment zone.

For 90 percent of moderate hazardous materials response incidents, the total response time for the arrival of the Effective Response Force (ERF) including the hazardous materials response team, staffed with 17 firefighters and officers shall be 11 minutes and 20 seconds. The ERF shall be capable of: providing equipment, technical expertise, knowledge, skills, and abilities to mitigate a hazardous materials incident in accordance with department standard operating procedures.

Baseline Performance:

For 90 percent of moderate, high and special risk hazardous materials incidents, the total response time for the arrival of the first-due unit, staffed with a minimum of 2 firefighters and 1 officer, was 8 minutes and 19 seconds. The first-due unit shall be capable of: establishing incident command, providing a scene size-up, attempting product identification, intelligence gathering and establishing a containment zone.

For 90 percent of moderate, high and special hazardous materials response incidents, the total response time for the arrival of the Effective Response Force (ERF) including the hazardous materials response team, staffed with 17 firefighters and officers was 14 minutes and 06 seconds. The ERF shall be capable of: providing equipment, technical expertise, knowledge, skills, and abilities to mitigate a hazardous materials incident in accordance with department standard operating procedures.

(Moderate Risk) Hazmat - 90th Percentile Times - Baseline Performance			2016-2020	2020	2019	2018	2017	2016
Alarm Handling (02:00)	Pick-up to Dispatch	Urban	03:58			3:08	03:51	03:19
		Rural						
Turnout Time (01:20)	Turnout Time 1st Unit	Urban	01:13			1:11	01:20	01:09
		Rural						
Travel Time (04:00)	Travel Time 1st Unit Distribution	Urban	04:20			3:52	04:05	03:49
		Rural						
	Travel Time ERF Concentration	Urban	08:30			8:57	08:50	08:32
		Rural						
Total Response Time (07:20 and 11:20)	Total Response Time 1st Unit on Scene Distribution	Urban	08:19			7:09	08:22	08:17
			n=327			n=64	n=71	n=152
		Rural						
	Total Response Time ERF Concentration	Urban	14:06			14:48	13:36	13:00
			N=327			n=64	n=68	n=195
		Rural						

Benchmark Performance:

For 90 percent of high risk hazardous materials incidents, the total response time for the arrival of the first-due unit, staffed with a minimum of 2 firefighters and 1 officer, shall be 7 minutes and 20 seconds. The first-due unit shall be capable of: establishing incident command, providing a scene size-up, attempting product identification, intelligence gathering and establishing a containment zone.

For 90 percent of High/Special hazardous materials response incidents, the total response time for the arrival of the Effective Response Force (ERF) including the hazardous materials response team, staffed with 20 firefighters and officers shall be 11 minutes and 20 seconds. The ERF shall be capable of: providing equipment, technical expertise, knowledge, skills, and abilities to mitigate a hazardous materials incident in accordance with department standard operating procedures.

Baseline Performance:

For 90 percent of high risk hazardous materials incidents, the total response time for the arrival of the first-due unit, staffed with a minimum of 2 firefighters and 1 officer, was not calculated do to insignificant data sample.

For 90 percent of high risk hazardous materials response incidents, the total response time for the arrival of the Effective Response Force (ERF) including the hazardous materials response team, staffed with 17 firefighters and officers was not calculated do to insignificant data sample.

(High Risk) Hazmat - 90th Percentile Times - Baseline Performance			2016-2020	2020	2019	2018	2017	2016
Alarm Handling (02:00)	Pick-up to Dispatch	Urban				No Data	No Data	No Data
		Rural						
Turnout Time (01:20)	Turnout Time 1st Unit	Urban				No Data	No Data	No Data
		Rural						
Travel Time (04:00)	Travel Time 1st Unit Distribution	Urban				No Data	No Data	No Data
		Rural						
	Travel Time ERF Concentration	Urban				No Data	No Data	No Data
		Rural						
Total Response Time (07:20 and 11:20)	Total Response Time 1st Unit on Scene Distribution	Urban				No Data	No Data	No Data
						n=0	n=0	n=1
		Rural						
	Total Response Time ERF Concentration	Urban				No Data	No Data	No Data
						n=0	n=0	n=1
		Rural						

Benchmark Performance:

For 90 percent of all low risk technical rescue incidents, the total response time for the arrival of the first-due unit, staffed with a minimum of 2 firefighters and 1 officer, shall be 7 minutes and 20 seconds. The first-due unit shall be capable of: establishing incident command, providing scene size-up, securing the scene, assign resources, intelligence gathering and ordering additional resources as necessary.

For 90 percent of low risk technical rescue incidents, the total response time for the arrival of the effective response force (ERF), staffed with a minimum combination of 7 firefighters and officers shall be 11 minutes and 20 seconds. The ERF shall be capable of deploying specialized equipment for incidents involving passenger vehicle extrication, removal of a person(s) from a stalled elevator and flood water rescue.

Baseline Performance:

For 90 percent of all low risk technical rescue incidents, the total response time for the arrival of the first-due unit, staffed with a minimum of 2 firefighters and 1 officer, was 7 minutes and 38 seconds. The first-due unit shall be capable of: establishing incident command, providing scene size-up, securing the scene, assign resources, intelligence gathering and ordering additional resources as necessary.

For 90 percent of low risk technical rescue incidents, the total response time for the arrival of the Effective Response Force (ERF), staffed with a minimum combination of 7 firefighters and officers was 11 minutes and 25 seconds. The ERF shall be capable of deploying specialized equipment for incidents involving passenger vehicle extrication, removal of a person(s) from a stalled elevator and flood water rescue.

(Low Risk) Technical Rescue - 90th Percentile Times - Baseline Performance			2016-2020	2020	2019	2018	2017	2016
Alarm Handling (02:00)	Pick-up to Dispatch	Urban	03:27			3:37	03:49	03:06
		Rural						
Turnout Time (01:20)	Turnout Time 1st Unit	Urban	01:15			:59	01:16	01:13
		Rural						
Travel Time (04:00)	Travel Time 1st Unit Distribution	Urban	03:57			4:11	03:34	03:34
		Rural						
	Travel Time ERF Concentration	Urban	06:49			8:17	06:53	07:54
		Rural						
Total Response Time (07:20 and 11:20)	Total Response Time 1st Unit on Scene Distribution	Urban	07:38			8:43	07:07	07:53
			N=347			n=239	n=151	n=157
		Rural						
	Total Response Time ERF Concentration	Urban	11:25			13:45	10:54	12:13
			N=347			n=126	n=151	n=70
		Rural						

Benchmark Performance:

For 90 percent of moderate risk technical rescue incidents, the total response time for the arrival of the first-due unit, staffed with a minimum of 2 firefighters and 1 officer, shall be 7 minutes and 20 seconds. The first-due unit shall be capable of: establishing incident command, providing scene size-up, securing the scene, assign resources, intelligence gathering and ordering additional resources as necessary.

For 90 percent of moderate risk technical rescue incidents, the total response time for the arrival of the Effective Response Force (ERF), staffed with a minimum combination of 14 firefighters and officers shall be 11 minutes and 20 seconds. The ERF shall be capable of: providing for stabilization of applicable vehicles or equipment; deploying specialized equipment for incidents involving: swift water, dive and heavy machinery extrication.

Baseline Performance:

For 90 percent of moderate risk technical rescue incidents, the total response time for the arrival of the first-due unit, staffed with a minimum of 2 firefighters and 1 officer, was 8 minutes and 03 seconds. The first-due unit shall be capable of: establishing incident command, providing scene size-up, securing the scene, assign resources, intelligence gathering and ordering additional resources as necessary.

For 90 percent of moderate risk technical rescue incidents, the total response time for the arrival of the Effective Response Force (ERF), staffed with a minimum combination of 14 firefighters and officers was 12 minutes and 58 seconds. The ERF shall be capable of: providing for stabilization of applicable vehicles or equipment; deploying specialized equipment for incidents involving: swift water, dive and heavy machinery extrication.

(Moderate Risk) Technical Rescue - 90th Percentile Times - Baseline Performance			2016- 2020	2020	2019	2018	2017	2016
Alarm Handling (02:00)	Pick-up to Dispatch	Urban	04:15			3:35	02:57	04:44
		Rural						
Turnout Time (01:20)	Turnout Time 1st Unit	Urban	01:15			1:10	01:04	01:33
		Rural						
Travel Time (04:00)	Travel Time 1st Unit Distribution	Urban	03:46			3:08	03:34	06:10
		Rural						
	Travel Time ERF Concentration	Urban	06:53			5:42	14:40	10:31
		Rural						
Total Response Time (07:20 and 11:20)	Total Response Time 1st Unit on Scene Distribution	Urban	08:03			6:03	05:46	08:47
			N=17			n=7	n=6	n=4
		Rural						
	Total Response Time ERF Concentration	Urban	12:58			9:23	16:40	No Data
		Rural						

Benchmark Performance:

For 90 percent of high risk technical rescue incidents, the total response time for the arrival of the first-due unit, staffed with a minimum of 2 firefighters and 1 officer, shall be 7 minutes and 20 seconds. The first-due unit shall be capable of: establishing incident command, providing scene size-up, securing the scene, assign resources, intelligence gathering and ordering additional resources as necessary.

For 90 percent of high risk technical rescue incidents, the total response time for the arrival of the Effective Response Force (ERF), staffed with a minimum combination of 21 firefighters and officers shall be 11 minutes and 20 seconds. The ERF shall be capable of: providing for stabilization of applicable vehicles or equipment; deploying specialized equipment for incidents involving: high angle rope, confine space, trench and structural collapse.

Baseline Performance:

For 90 percent of moderate, high and special risk technical rescue incidents, the total response time for the arrival of the first-due unit, staffed with a minimum of 2 firefighters and 1 officer, was 8 minutes and 47 seconds. The first-due unit shall be capable of: establishing incident command, providing scene size-up, securing the scene, assign resources, intelligence gathering and ordering additional resources as necessary.

For 90 percent of high risk technical rescue incidents, the total response time for the arrival of the Effective Response Force (ERF), staffed with a minimum combination of 21 firefighters and officers was 22 minutes and 16 seconds. The ERF shall be capable of: providing for stabilization of applicable vehicles or equipment; deploying specialized equipment for incidents involving: high angle rope, confine space, trench and structural collapse.

(High Risk) Technical Rescue - 90th Percentile Times - Baseline Performance			2016-2020	2020	2019	2018	2017	2016
Alarm Handling (02:00)	Pick-up to Dispatch	Urban	04:12			2:23	04:06	04:38
		Rural						
Turnout Time (01:20)	Turnout Time 1st Unit	Urban	0:57			:51	01:28	:57
		Rural						
Travel Time (04:00)	Travel Time 1st Unit Distribution	Urban	06:04			3:29	04:11	06:10
		Rural						
	Travel Time ERF Concentration	Urban	11:57			10:00	11:57	06:48
		Rural						
Total Response Time (07:20 and 11:20)	Total Response Time 1st Unit on Scene Distribution	Urban	08:47			5:59	10:25	08:47
			n=20			n=7	n=6	n=7
		Rural						
	Total Response Time ERF Concentration	Urban	22:16			25:18	22:01	15:30
			n=20			n=7	n=6	n=7
		Rural						

Benchmark Performance:

For 90 percent of all marine and shipboard rescue and firefighting response incidents, the total response time for the arrival of the first-due unit, staffed with 3 firefighters and 1 officer, shall be 11 minutes and 20 seconds. The first-due unit shall be capable of: establishing command; assessing the situation; requesting additional specialty resources; directing evacuation; and, if possible, beginning hazard mitigation.

For 90 percent of moderate risk marine and shipboard rescue and firefighting incidents, the total response time for the arrival of the Effective Response Force (ERF), staffed with 19 firefighters and officers shall be 11 minutes and 20 seconds. The ERF shall be capable of appointing a site safety officer; assessing the situation; requesting additional specialty resources; directing evacuation; marine firefighting, dewatering and, if possible, application of extinguishing agents.

For 90 percent of high risk marine and shipboard rescue and firefighting incidents, the total response time for the arrival of the Effective Response Force (ERF), staffed with 22 firefighters and officers shall be 11 minutes and 20 seconds. The ERF shall be capable of appointing a site safety officer; assessing the situation; requesting additional specialty resources; directing evacuation; marine firefighting, dewatering and, if possible, application of extinguishing agents.

Baseline Performance:

Savannah Fire & Emergency Services did not have sufficient marine and shipboard rescue and firefighting incidents, which required a first-due response or an effective response force to be assembled for 2017 and 2018, to provide reliable data. There are therefore no baseline service level performance statements provided for the first-due unit or the effective response force in this report.

(All Risk Levels) Marine/Shipboard Firefighting - 90th Percentile Times - Baseline Performance			2016- 2020	2020	2019	2018	2017	2016
Alarm Handling (02:00)	Pick-up to Dispatch	Urban				No Data	No Data	No Data
		Rural						
Turnout Time (01:20)	Turnout Time 1st Unit	Urban				No Data	No Data	No Data
		Rural						
Travel Time (04:00)	Travel Time 1st Unit Distribution	Urban				No Data	No Data	No Data
		Rural						
	Travel Time ERF Concentration	Urban				No Data	No Data	No Data
		Rural						
Total Response Time (07:20 and 11:20)	Total Response Time 1st Unit on Scene Distribution	Urban				No Data	No Data	No Data
						n=0	n=01	n=XX
		Rural						
	Total Response Time ERF Concentration	Urban				No Data	No Data	No Data
						n=0	n=01	n=XX
		Rural						

Strategic Recommendations

Recommendation	ACCEPTED	IMPLEMENTED	REJECTED
It is recommended that the department stringently monitor the recently implemented improvements to alarm handling practices to identify positive outcomes and additional opportunities for further enhancements.	2016, 2017, 2018	2018 The Communication's Liaison and the Assistant Chief Operations meet with the Communications center regularly and provide annual training to improve call processing times. In 2018, Dispatch center transitioned from city to county.	
It is also recommended that the department immediately take action on any additional options identified through this monitoring process that cause alarm handling times to be reduced.	2016, 2017, 2018	In 2019, county dispatch developed a countywide working group to research and create a process for updating the CAD system to meet the needs of all agencies.	
It is recommended that the department continue to work closely with the research and budget office to effectively plan for and allocate capital resources to address the performance gaps as identified in the standards of coverage process.	2016, 2017, 2018	In 2018, the Fire Fee was repealed which left a budget shortfall for fire department in late 2018 and 2019. The downsizing of personnel and resources has SFR researching alternate deployment methods.	
It is recommended that the Savannah Fire & Emergency Services establish a plan and structure for annual review of standard operating procedures (SOPs) and the documentation of this review process. The documentation of the review should be consistent and easy to locate. (This recommendation also applies to 5E.4 Technical Rescue, 5F.4 Hazardous Materials and 5H.4 Domestic Preparedness.)	2016, 2017, 2018	The SOP Committee which is headed by the Research and Planning Officer, meets monthly with the committee to review and recommend changes to the senior staff on SOP's that do not currently meet industry best practices or identify an area where a policy needs to be created. The committee also has established a review process to where SOP's will be under a general review every three (3) years or when needed.	

Recommendation	ACCEPTED	IMPLEMENTED	REJECTED
It is recommended that the department establish a format and schedule for an annual evaluation for the programs included in Category V. (This recommendation also applies to 5E.7 Technical Rescue and 5F.7 Hazardous Materials.)	2016, 2017, 2018	Annual appraisals for 13 programs are conducted each October. The appraisals are reviewed and published and assist with the creation of upcoming annual goals.	
It is recommended that the department implement a system to increase the number of commercial properties inspected annually by identifying annual inspection goals and objectives.	2016, 2017, 2018	In 2017, the inspections department started using mobile technology for inspections, created inspection zones for the inspectors to increase efficiency and effectiveness and started collecting data on types of inspections. This new system resulted in 3,493 inspections in 2018.	
It is recommended that the Savannah Fire & Emergency Services divide the technical rescue call types and that an effective response force (ERF) be established for each of the levels of incidents that the department responds to. At this point the complex time chart should be used to show response times for each type.	2016, 2017, 2018	In 2018,	
It is recommended that the department establish a set number of firefighters for an ERF for hazardous materials calls for service.	2016, 2017	2017 Assistant Chief Operations established the following ERF's for low- 7, Medium- 17 and High- 19 personnel	
It is further recommended that the ERF be established for each of the three levels of hazmat incidents that the department responds to. At this point the complex time chart should be used to show response times for each type.	2016, 2017	2016 and 2017 the Hazardous Materials program reviewed the Standards of Cover risk matrix and ensured the different response levels had an effective response for the required tasking associated with the risk. Each risk is then analyzed by the response data.	

Recommendation	ACCEPTED	IMPLEMENTED	REJECTED
It is recommended that the department consider implementation of both automatic vehicle location and mobile data terminals on its apparatus to enhance the accuracy of data transfer and communications between dispatchers and units in the field.	2016, 2017, 2018	In late 2018, MDT's were programed and installed on frontline apparatus. AVL's are still in the planning process.	
It is recommended that the department develop a formal quality assurance program in conjunction with the dispatch center to evaluate performance relating to adopted alarm processing standards and adherence to the departments standard operating procedures.	2016, 2017, 2018	SFR continues to work with the 911 Communications Center which transitioned to the county on 1 January 2019. To meet the standards set forth by the department in relation to call processing times annual training is conducted and numerous working groups have been established.	
It is recommended that the department assess the appropriateness of its ERF by conducting related training sessions with operations personnel at the training center to regularly verify and validate the number of personnel and the timeline required to accomplish the goal.	2016, 2017, 2018	The Training Division initiated the process of ERF response tasking in late 2017 and 2018. This process was delayed in 2018 and now is an organizational goal for 2019.	
It is recommended that the department develop a replacement schedule specific for each vehicle in the fleet based on industry recommended best practices to more accurately predict future budget needs.	2016, 2017, 2018	Currently, the Vehicle Maintenance plan is being implemented to ensure timely purchases of apparatus to meet the needs of our growing and aging fleet. In 2018, received 2 engines and 1 truck. In 2019, looking at 2 engines and another truck.	
It is recommended that the department create a standard operating procedure for alternative water supply operations, including the use of industrial firefighting equipment, to improve the performance and safety of these disciplines by operations personnel.	2016, 2017, 2018	2016 Added SOP Operations 10 Alternate Water Supply and IFE Equipment. 2017 SOP outlining the use of OP's 10 and the Industrial Fire Equipment (IFE) 2018 These SOP's are still in use.	

Other Information

The data in the 2019 Annual Compliance Report demonstrated a continued need to address the high call processing times. Currently, SFR conducts repeated annual training with dispatchers and routinely communicates to the 911 communication specialists outlining high call processing times for further analysis and training. However, the 911 Communications Center that was once directed by the City of Savannah Police Department is now under the control of the County which is currently revamping policy and procedures for the 911 Center. Our plan is to continue to work with county and have SFR members sit on the different 911 committees to address issues and continue to conduct the annual training on fire department response procedures. Moreover, SFR uses the appraisals to identify gaps and utilizes this data to identify next year's goals.

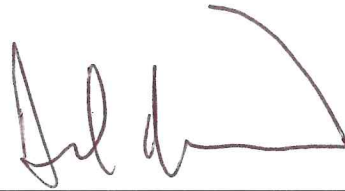
The incident data in 2016 was also affected by the department experiencing Tropical Storm Hermine and Hurricane Matthew which created a spike in fire suppression and hazardous materials incidents.

Exhibit List

- Exhibit #1: Updated Organizational Chart
- Exhibit #2: Gateway Parcel
- Exhibit #3: Canebreak Parcel
- Exhibit #4: City of Savannah Council Minutes approving apparatus
- Exhibit #5: Press Release on Station 15
- Exhibit #6: Marine 1 General Order
- Exhibit #7: Revised Staffing Matrix General Order
- Exhibit #8: City of Savannah Council Minutes repealing Fire Fee
- Exhibit #9: City of Savannah Strategic Plan- EMS
- Exhibit #10: Training Safety Bulletin on Narcan Injectors
- Exhibit #11: 2018-2019 Budget Comparison
- Exhibit #12: ISO and Accreditation Incident Data Report
- Exhibit #13: 2018 Annual Appraisals
- Exhibit #14: Response and Tasking Validation Form
- Exhibit #15: 2019 SFR Goals
- Exhibit #16: SFR 2018 Incident Heat Map
- Exhibit #17: SFR Accreditation Improvement Plan
- Exhibit #18: New Hampstead Plan
- Exhibit #19: 2018 Annual Report with Community Outreach Section
- Exhibit #20: 2017-2019 Customer Survey Comparison
- Exhibit #21: SFR Strategic Planning Committee letter

Verification

I verify that the information contained in this report is complete and true to the best of my knowledge.

A handwritten signature in dark ink, appearing to read 'Derik Minard', written over a horizontal line.

Signature of Agency Head

Derik Minard

Fire Chief

14 August 2019

Date

